

ABSTRACT

The present invention solves the serial nature of today's Interactive Voice Response (IVR) telephony menu systems, by means of visually "looking ahead" and in any direction in the nested audio IVR menus. Computer software in the telephone, or associated hardware, provides a graphical user interface that enables the user to navigate related IVR text menus that are displayed on the telephone. The present invention provides a variety of means to store, display, select and update associated text menus and other data with an IVR system. The various communication means include analog modems, broadband modems, and VoIP connectivity. The present invention provides the means to convert the audio IVR menus to text menus, as well as the means to download the associated IVR text menus from the Internet.